



JACK DOYLE

MONROE COUNTY EXECUTIVE

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County Releases Plan For Reform Of Social Services, Rocco Named Operations Director

*Altrey Consulting Plan Describes \$30 Million In Savings To Taxpayers In 2003,
Executive Summary Available Today, Full Report To Be Released Next Wednesday*

Monroe County Executive **Jack Doyle** today released the County's plan to reform the delivery of social services. The report, prepared in conjunction with Altrey Consulting, outlines the creation of the new departments of Human and Health Services, and Public Health. In total, the reforms are expected to save County taxpayers \$30 million in 2003.

"This plan will allow us to make revolutionary changes in the way we assist those in need while saving money for our taxpayers who pay the bills" said Doyle. "The delivery of services needs to be focused on the outcomes we all ultimately want, which is returning families to self-sufficiency. Right now, we're focused on funding streams and maintaining these funding streams which detracts from our ultimate goal of helping those in need."

The report details numerous inefficiencies in the delivery of social services ranging from contract management to program reimbursement. Policy solutions to correct each of these problems have been identified and will be implemented under the plan. Marcia Rocco, Director of the Rochester-Monroe County Youth Bureau, has been selected by the County Executive to serve as Operations Director for the reform effort. She will work with Deputy County Executive Dick Mackey to oversee the implementation effort. Ms. Chris Dandino will serve as Acting Director of the Youth Bureau during this project.

"The current system demands change. Right now, there is a separate paper form for nearly every program and the average file for a client is two to four inches thick. Just between two divisions within the current Department of Social Services over 40,000 transactions take place generating 600,000 sheets of paper," said Doyle. "Ultimately, through this initiative will we use technology to eliminate these reams of paperwork and bring sanity to the application process. We must and will bring the delivery of social services into the 21st century and we'll save taxpayers millions in the process."

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The reform plan was crafted after extensive interviews with over 100 administrators, front-line employees, clients and state officials. In the coming weeks, the County will form teams comprised of employees at all levels within the existing departments to help craft and implement the changes.

“These reforms will also benefit our employees who provide these needed services,” said Doyle. “By eliminating redundant tasks and paperwork, we will allow our employees to spend more time doing the meaningful work of assisting clients; improving their job satisfaction and the overall morale within the new department.”

The new Department of Human Services will begin operations during January 2003.

The executive summary is available via e-mail in a .PDF file format. Please contact Communications and Special Events at 428-2380 to request a copy. The executive summary will also be available shortly at the press release section of www.monroecounty.gov.

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Communications and Special Events, 428-2380
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